

MED HEALING LLC

Telehealth Informed Consent and Agreement

Effective Date: August 1, 2026

Telehealth Informed Consent

Thank you for choosing Med Healing LLC for your healthcare needs.

Med Healing LLC provides healthcare services through secure telehealth technology. This document explains the nature of telehealth services, their benefits and limitations, your rights and responsibilities, and the terms under which telehealth services are provided.

By scheduling, purchasing, or participating in a telehealth appointment with Med Healing LLC, you acknowledge that you have read, understand, and voluntarily consent to receive healthcare services through telehealth under the terms outlined in this agreement.

If you do not agree with any portion of this consent, you should not schedule or participate in a telehealth visit.

1. Definition of Telehealth

Telehealth is the delivery of healthcare services through secure electronic communication technologies, including live audio and/or video communication, when the provider determines that telehealth is clinically appropriate.

Telehealth may include:

- Medical evaluations
 - Assessment of symptoms
 - Diagnosis
 - Treatment recommendations
 - Prescription management when clinically appropriate
 - Patient education
 - Follow-up care
 - Review of laboratory or imaging results
 - Care coordination
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2. Nature of Telehealth Services

Telehealth is not a substitute for every type of medical care.

Because your provider cannot perform a complete physical examination remotely, telehealth has inherent limitations. Certain medical conditions require an in-person evaluation, diagnostic testing, imaging studies, or emergency treatment.

Your provider will determine whether telehealth is appropriate for your condition.

3. Benefits of Telehealth

Potential benefits include:

- Improved access to healthcare
- Reduced travel time
- Increased convenience
- Timely medical evaluation
- Continuity of care
- Reduced exposure to communicable illnesses
- Greater flexibility for follow-up care

No specific outcome or improvement can be guaranteed.

4. Risks and Limitations

Potential risks include, but are not limited to:

- Technical interruptions
- Internet or equipment failure
- Reduced ability to perform a complete physical examination
- Delays in diagnosis or treatment
- Incomplete clinical information
- Privacy risks associated with electronic communications despite reasonable safeguards

You understand that telehealth has limitations and may not be appropriate for every medical concern.

5. Appropriate Use of Telehealth

Telehealth may not be appropriate for:

- Chest pain
- Severe shortness of breath
- Stroke symptoms
- Severe allergic reactions
- Major trauma
- Loss of consciousness
- Active suicidal thoughts
- Severe psychiatric emergencies
- Significant uncontrolled bleeding
- Any life-threatening emergency

If you experience a medical emergency, call **911** immediately or proceed to the nearest emergency department.

6. In-Person Care

You understand that your provider may determine that your condition cannot be safely evaluated or treated through telehealth.

If this occurs, you may be instructed to:

- Contact your primary care provider
- Visit an urgent care center
- Visit an emergency department
- Schedule an in-person medical evaluation
- Seek evaluation by an appropriate specialist

The provider's recommendation is based on clinical judgment and patient safety.

7. Prescriptions

You understand and acknowledge that:

Not every telehealth consultation will result in a prescription medication.

Prescribing decisions are made solely at the professional discretion of the treating physician or healthcare provider.

Medications are prescribed only when there is an appropriate clinical indication based upon:

- Medical history
- Current symptoms
- Clinical evaluation
- Applicable standards of medical practice
- State and federal laws

Completion of a telehealth visit does **not** guarantee that medication will be prescribed.

Prescription refills are likewise issued only when medically appropriate.

Med Healing LLC does not prescribe controlled substances or stimulant medications through this platform except where specifically permitted by law and practice policy.

8. Privacy and Confidentiality

Med Healing LLC is committed to protecting your health information.

Reasonable administrative, technical, and physical safeguards are used to protect confidential information in accordance with:

- HIPAA
- Applicable federal law
- Applicable state privacy laws

Although secure technologies are utilized whenever reasonably available, no electronic communication system can be guaranteed to be completely secure.

9. Technology Requirements

Patients are responsible for:

- Access to a reliable internet connection
- A functioning camera and microphone when required
- Participating from a private environment whenever possible
- Ensuring sufficient device battery or power
- Minimizing distractions during the visit

Poor technology may limit the provider's ability to safely complete the visit.

10. Recording Policy

To protect patient privacy and preserve the integrity of the medical encounter:

Patients, family members, guests, or third parties may not audio record, video record, photograph, screenshot, livestream, or otherwise reproduce any portion of a telehealth encounter without the prior written authorization of Med Healing LLC.

11. Financial Responsibility

Med Healing LLC operates as a direct-pay healthcare practice.

The practice does not participate with or bill health insurance.

Payment is required according to the published fee schedule.

Patients remain financially responsible for:

- Visit fees
- Laboratory services performed by outside facilities
- Imaging studies
- Prescription costs
- Specialist consultations
- Hospital services

These services are billed separately by the respective providers.

12. Appointment, Cancellation, and Refund Policy

Patients agree to attend appointments as scheduled.

Failure to appear for a scheduled appointment without appropriate cancellation will result in a charge equal to **100% of the scheduled service fee**.

If Med Healing LLC is unable to complete the visit because the practice cannot establish a functional audio or video connection, patients may receive either:

- A full refund, or
- An opportunity to reschedule the appointment without additional charge.

Refunds are not guaranteed for patient equipment failures, internet interruptions, or failure to join the scheduled appointment.

13. Multi-State Telehealth

Med Healing LLC may provide telehealth services only where permitted by applicable law and where the treating provider is authorized to practice.

By requesting care, you certify that:

- You have accurately identified the state in which you are physically located at the time of your appointment.
- You will notify your provider if your location changes before or during the visit.
- You understand that your provider may be unable to treat you if you are located in a jurisdiction where the provider is not authorized to practice.

14. Consent to Electronic Communications

You consent to receive appointment reminders, scheduling communications, billing notifications, and other administrative communications electronically when permitted by law.

Sensitive medical concerns may require a scheduled telehealth appointment rather than electronic messaging.

15. Patient Acknowledgment

By scheduling, purchasing, or participating in services through Med Healing LLC, I acknowledge and agree that:

- I have read this Telehealth Informed Consent.
 - I understand the benefits and limitations of telehealth.
 - I understand that telehealth cannot replace all in-person medical care.
 - I understand that some conditions require emergency or in-person evaluation.
 - I understand that not every visit results in a prescription.
 - I understand that prescriptions and refills are issued solely at the clinical discretion of the treating provider.
 - I understand Med Healing LLC operates as a direct-pay practice and does not accept insurance.
 - I understand the cancellation, no-show, and refund policies.
 - I consent to receive healthcare services through telehealth from Med Healing LLC.
 - I understand that my consent remains in effect until revoked in writing, except where services have already been rendered.
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